

**UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION**

PATENT NO : 7,353,182 B1

Page 1 of 1

APPLICATION NO. : 09/608,293

ISSUE DATE : April 1, 2008

INVENTOR(S) : Jean L. Missinhoun et al.

It is certified that error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In the Specification

In column 4, line 21, after "a completed" delete "an".

In column 7, line 22, before "interaction database" delete "a" and substitute --an-- in its place.

In column 8, line 20, before "customer interaction database" delete "an" and substitute --a-- in its place.

In the Claims

In columns 17-18, in claim 6, line 20, after "customer based" insert --on--.

MAILING ADDRESS OF SENDER (Please do not use customer number below):

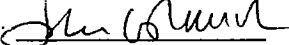
PATENT NO. 7,353,182 B1

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This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

CERTIFICATE OF EFS FILING UNDER 37 CFR §1.8

I hereby certify that this correspondence is being electronically transmitted to the United States Patent and Trademark Office, Commissioner for Patents, via the EFS pursuant to 37 CFR §1.8 on the below date:

Date: January 30, 2009 Name: John G. Rauch, Reg. No. 37,218 Signature: 

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Jean L. Missinhoun et al.

Patent No.: 7,353,182 B1

Issued Date: April 1, 2008

Serial No.: 09/608,293

Filing Date: June 30, 2000

For: System And Method For Providing A
Multi-Channel Customer Interaction
Center

Attorney Docket No: 10022-225

Examiner: Andre D. Boyce

Group Art Unit: 3623

Confirmation No.: 9926

REQUEST FOR CERTIFICATE OF CORRECTION


Mail Stop Certificate of Correction
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Please issue a Certificate of Correction for the above-identified patent to correct the errors listed on the accompanying Form PTO-1050. This request is being made pursuant to 35 U.S.C. § 254 and 35 U.S.C. § 255, since the errors comprise minor or typographical errors by the applicant.

The Commissioner is hereby authorized to charge \$100.00 to Deposit Account No. 23-1925 to cover the cost of the applicant's errors.

Respectfully submitted,



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